

NEW QMS GAINS NEW BUSINESS

ABOUT BOZEL NORTH AMERICA LLC. Bozel North America, LLC. (bozel.com) is located in Temperance, Michigan. Its sister plant, in Brazil, is the western hemisphere's largest producer of Calcium Silicon. Bozel North America injects its CaSi and various other ferroalloys into Cored Wire in numerous size and packing options. Employing between 10-20 people at its Michigan plant, Bozel also produces Cored Wire in Brazil and France. The company possesses decades of technical expertise in Cored Wire manufacturing and injection systems.

THE CHALLENGE. The team at Bozel North America found themselves possibly missing business opportunities as potential new clients were demanding ISO 9001 certification—a credential the company didn't have. Knowing they needed the ISO 9001 certification, and realizing its staffing constraints due to growth, leadership concluded that the certification process entailed too many challenges for the company to meet in the timeline demanded by potential new customers without help. As a result, they sought assistance from the Michigan Manufacturing Technology Center (The Center), part of the MEP National Network™, in preparing the company and employees for the certification process.

MEP CENTER'S ROLE. To assist Bozel North America in obtaining ISO 9001 certification, The Center led Bozel employees through a five-day Preparation and Implementation Program. The program included the development and implementation of a robust Quality Management System (QMS), including quality policy and objectives, and assistance with gathering and completing the necessary documentation for the certification process. Bozel staff received internal auditor training to ensure the newly implemented QMS was working as designed and to identify areas that could be improved.

By choosing to invest in The Center's services, the company minimized the time and costs associated with developing a QMS and meeting the certification requirements. Once Bozel obtained the ISO 9001 certification, it increased sales and is adding and retaining jobs.

"Not only did Michigan Manufacturing Technology Center help us prepare for our ISO 9001 certification, but they followed up to make sure the changes we made were working well throughout the entire certification process. With [The Center's] help, we achieved our certification and new business."

-Patrick Kinnee, Vice President

RESULTS



Increased sales by **50%**



Created **10** new jobs, retained 10 jobs



Savings of **\$25,000**



Investment of **\$15,000**

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